MULTIMEDIA UNIVERSITY ®

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2018 / 2019

PLT0014 – UNIVERSITY LEARNING TECHNIQUES

(All Sections)

31 MAY 2019
9.00 AM – 11.00 AM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **THREE (3)** pages excluding the cover page.
2. Attempt **ALL FOUR (4)** questions.
3. Write your answers in the Answer Booklet.

QUESTION 1 [20 MARKS]

a. State and explain the ***FOUR (4)*** quadrants of how students can prioritise their time according to the tasks they have to complete. (8 marks)

b. In brief, why is it important for students to set goals? (3 marks)

c. Sam is a social learner while Ann is an independent learner. Suggest the best learning strategies of each of them. (9 marks)

QUESTION 2 [30 MARKS]

a. State and explain the ***FIVE (5)*** types of clarification questions that can be applied in asking questions during a lecture. (10 marks)

b. Read the following excerpt from Professor Lee's lecture. Come up with lecture notes based on the informal outlining method. (20 marks)

"OK. Good afternoon, everyone. Welcome back to our OB lecture. We will continue where we left off. During our last lecture we looked at the transitions in conflict thoughts. If you refer to your online notes, today we will be looking into the conflict process. As you can see from the slides, there are five stages of the conflict process and they are potential opposition or incompatibility, cognition and personalisation, intentions, behaviour, and outcomes. Now, the first step or stage in the conflict process is the appearance of conditions that create opportunities for conflict to arise. These conditions need not lead directly to conflict but one of them is necessary if conflict to surface. For simplicity's sake, we group the conditions into three general categories which are communication, structure, and personal variables. Now, let's have a look at each of these. Based on a review of research, differing word connotation, jargon, insufficient exchange of information and noise in the communication channel are all barriers to communication and potential causes of conflict. A simple example is this, if you talk to and Englishman and said let's go play football, he'd take out a soccer ball. But, if you were to say that to an American, he'd take out the ball that looks like the rugby ball. There are other examples as well and you can refer to the file I have attached in the lecture notes. Now, moving on to structure. This is slightly complicated than communication. Structure refers to the conflict that can arise due to variables such as specialisation and size. To understand this, let's watch this video together. Right, from the video just now, we can see that the conflict between Beth and Susan was mainly caused by the difference of specialisation between them. They each had to stand by what their jobs expected from them. Finally, our last category of potential sources of conflict is personal variables which include personality, emotions and values. Personality does appear to play a role in the conflict process. Some people just tend to get into conflicts a lot. In particular, people high in the personality traits of disagreeableness, neuroticism, or self-monitoring are prone to tangle with other people more often, and to react poorly when conflicts occur. Emotions can also

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cause conflict. An employee who shows up to work angry can affect his or her communication with others, especially if he or she lets her anger annoy the other colleagues. Now, moving onto the second stage of the conflict process. At this stage, conflict issues are usually defined. In other words, this is the stage where the parties involved decide on what the conflict is about. It is also important to note that at this stage emotions plays a major role in shaping perceptions. Negative emotions allow us to oversimplify issues, lose trust, and put negative interpretations on another person's behaviour. In contrast, positive feelings increase our tendency to see potential relationships among the elements of a problem, to take a broader view of the situation, and to develop more innovative solutions. Next is the third stage of the conflict process...."

QUESTION 3 [30 MARKS]

a. Read the following statements. Write ***F*** if the statement is a ***FACT*** and ***O*** if the statement is an ***OPINION***. (10 marks)

i. Once someone starts to smoke, it will be difficult for them to quit.
ii. Breast and cervical cancer top the list of cancer that can affect women in Malaysia.
iii. The disappearance of flight MH370 still remains a mystery till today.
iv. Most students prefer to enrol in public universities compared to private universities because of the difference in tuition fees.
v. Living in cities in Malaysia can be very costly.

b. Read the following situations. What can you infer from the situations? (10 marks)

i. It is suddenly very windy. Heavy grey clouds start to appear in the sky.
ii. Anita is running frantically towards the bus stop. When she reaches the bus stop, she quickly looks at the bus schedule and lets out a sigh of relief.
iii. A man and a woman are sitting on the bench in the park. They have their backs towards each other and the woman has her arms folded.
iv. A boy is running around and screaming in the mall. He is crying and is looking around. A lady is seen is the distant, and she too seems to be frantic.
v. Anita is having her dinner in a restaurant. She takes a sip of her soup, cringes, puts her spoon down and pushes her bowl away.

c. Read the following statements. Write ***T*** if the statement is ***TRUE*** and ***F*** if the statement is ***FALSE***. (10 marks)

i. An emotional appeal is one of the ways authors use to support their arguments.
ii. A connotative meaning of a word refers to the direct meaning as it is defined in the dictionary.
iii. Female students are more disciplined than male students is an example of a cliché.

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iv. When an author is biased, he or she tries to impart his or her belief to the readers by providing information that could sway the readers' attitudes to be in line with the beliefs of the author.

v. Some authors utilise euphemisms to describe negative situations in order to avoid negative thoughts and responses from the readers.

QUESTION 4 [20 MARKS]

a. Read and paraphrase the following short paragraphs.

i. Today's teens have never lived in a world without the internet. They are often more tech-savvy than adults and they embrace new trends and technologies. The Internet is a great way to stay connected and informed, but if you're the parent of a teen, you know it can also cause a lot of problems. Use can evolve into an obsession, and this obsession can become an addiction. Real life can begin to take a back seat to online time. (5 marks)

ii. The next time you eat a piece of chocolate, you may not have to feel so guilty about it. Despite its bad reputation for causing weight gain, a number of health benefits may be associated with this delicious treat. Chocolate is believed to contain high levels of antioxidants and some studies have even suggested chocolate could lower cholesterol levels and prevent memory decline. (5 marks)

iii. One of the most difficult aspects of becoming a teacher is learning how to motivate your students. Students who are not motivated will not learn effectively. They won't retain information, they won't participate and some of them may even become disruptive. Common reasons of being demotivated include the absence of interest in the subject, methods by the teacher to be un-engaging or distraction by external forces. (5 marks)

iv. Everyone is a leader but only a selected few are a great leader. Leadership is never an easy task. Leaders will encounter various types of situations and emotions; there will be the good times, stressful ones, and even terrible times. However, a great leader is always able to lead a team to success, regardless of the situation that they are facing. In order to be a good leader, one needs to be able communicate and delegate tasks efficiently. One also needs to have a high level of confidence and honesty. (5 marks)

End of Paper.